

Exhibit J

(AnswerNet's September 24, 2024 Email and Spreadsheet)

From: "David Murdza" <david.murdza@answernet.com> [209.85.160.53]

To: "Ethan Preston" <ep@eplaw.us>

CC: "Jeremy R. Wilson" <jeremy@wilsonlawtx.com>
"Daniel R. LeCours" <dlecours@harrisbeach.com>
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Date: 9/13/2024 1:11:42 PM

Subject: Fwd: [EXT] Re: [EXT] RE: Fwd: Veritext Virtual Invitation | Nock, Robert, et al. v. Spring Energy RRH, LLC, et al. | 8/26/2024 | 6872872 | AnswerNet Inc , Corp Rep

Attachments: Spring Digital-RES-DTD-MD_PA_NJ (11-16-2021) (1).xlsx

Ethan - First, regarding the request for "documents concerning the rules that Defendants set for TPV.com and/or AnswerNet, including the rules for when they would mark verification calls for Defendants as 'Customer Needs Clarification' in which calls the consumer indicated that the Defendants' sales agent was not present at the consumer's address during the enrollment," a client script document, as attached, is the documentation which would set forth the dispositions. Please see attached.

Second, regarding your request for "http logs," please allow me to clarify my prior response: There is no report or data specifically named "http logs," a term which you have seemingly coined. I reviewed Gary Pudles's deposition again and see no mention of this term during his deposition either. When I initially presented this request to our Client Solutions team, I was advised that the data they believed to be responsive to this request (i.e., date of enrollments related to third-party verification calls performed by TPV.com) is available through the client portal, and that is what I intended to rely through my response. My use of your term--"http logs"--was imprecise and in error, as there is no such document or report by this name.

Since receiving your follow up email, I discussed the matter again with our Client Solutions team, who clarified with the following response: When the request was presented we assumed Plaintiff's counsel wanted access to all sales events completed by Endurance between March 29 to May 11, 2021 and MBM between between September 15, 2021 and July 7, 2022. The client has access to view all sales events completed in their portal which tracks the flow of all sale interactions.

It is my understanding that you *do* have access to the sales events data via Defendants. If that is not accurate or there is something else you are looking for, please advise and if such data or documentation exists I will seek a determination of the required level of effort to search for same; however, I believe you have all the data we have related to sales events.

Lastly, I have been advised it will take two hours of tech time to search for calls with 215-914-9702 in the client's call activity, and this does not guarantee that the search will return results. If you are interested in having us pursue this search at the cost of \$300 for two hours of tech time, we first require that our outstanding costs be covered, as previously requested, and a commitment to pay the additional \$300.

Thank you,

David

On Tue, Sep 10, 2024 at 3:22 PM Ethan Preston <ep@eplaw.us> wrote:

David, I wanted to follow up on this last issue. Thanks, Ethan

On 8/27/24 2:16 PM, Ethan Preston wrote:

David, one last thing: we ask for documents concerning the rules that Defendants set for TPV.com and/or AnswerNet, including the rules for when they would mark verification calls for Defendants as "Customer Needs Clarification" in which calls the consumer indicated that the

Defendants' sales agent was not present at the consumer's address during the enrollment, that Mr. Pudles discussed towards the end of the deposition yesterday.

Thanks,

Ethan

On 8/26/24 4:07 PM, Ethan Preston wrote:

David, we wanted to ask after a few follow-up items from the deposition.

First, we want to ask AnswerNet to produce TPV.com's recordings of calls with 215-914-9702 between March 21 and May 24, 2021. If you examine the attached exhibit 46, you'll see it identifies a number of calls between 215-914-9702 and different TPV.com telephone numbers (like 8335137075, 8444161174, 8449432767, and 8339701303).

Second, we'd like AnswerNet to produce http logs for Defendants' enrollments at client.tpvhub.com by Endurance (so, March 29 to May 11, 2021) and MBM (between September 15, 2021 and July 7, 2022). As client.tpvhub.com appears to be an Amazon Web Services server, it seems like AnswerNet can collect those logs pretty readily via CloudTrail and/or AWS Athena.

Finally, we ask AnswerNet to produce its written communications with Defendants about this case.

Thanks,

Ethan

[illegible]

Code	Reason	Description	Fraud Indicator
000001	Sales Rep Did Not Leave Premises	Sales agent did not leave the premises as required. TPV is unable to make contact with the customer	Yes
000002	Could Not Contact Customer - Busy, Answering Mac	after 3 failed attempts.	No
000003	Customer Changed Their Mind	Customer wants to end the verification and/or does not agree with the terms and conditions.	No
000004	Customer Needs Clarification	Customer does not understand or is unable to complete the verification without questions being addressed.	No
000005	Hold Time Expired	Sales Rep or Customer puts TPV rep on hold for more allotted time.	No
000007	Language Barrier	Customer has difficulty understanding the language spoken by TPV and is unable to complete the verification call.	Yes
000009	Misrepresentation of Utility	Sales Agent has not made it clear to the customer they are representing an alternative supplier and/or did not explain to the customer that service would be switched to another provider.	Yes
000010	Unclear Response		No
000011	Not Authorized Decision Maker	Customer is not at least 18 years of age and/or is not authorized to complete the enrollment verification.	No
000012	Test Call	Caller advises that the call is being completed for testing purposes.	No
000015	Sales Rep Interrupted	Sales Representative participated during the Customer Interaction portion of the verification call. i.e Sales representative attempts to further educate the customer on the program during the customer interaction portion of the call, or Sales Representative acknowledges/answers a question asked by the customer during the verification of the agreement	Yes
000016	Call Disconnected	Call disconnects during verification	No
000017	Connectivity	Related to an issue in connectivity or interruption to our system that prevents our TPV agent from proceeding. This includes and is not limited to call static, a missing rate, rate script/cancel script error.	No
000018	Existing Account Holder	Customer has an existing account with the company - system will prompt if the customer is existing or customer states they are existing customer.	No
000019	Customer Receiving Energy Assistance	Customer receiving Energy Assistance such as HEAP, PIPP or Budget Billing	No
000020	Sales Rep Acted as Customer	Sales Rep completes the verification as the customer.	Yes
000021	Rescission/Cancellation	The customer is unclear or raises any concern or issue regarding the recession or cancellation period during the verification call.	No
000091	Agent Abusive to Customer.	Agent was abusive to the customer.	No
60001	Pending	Pending completion	No
60002	Abandoned	EzTPV was abandoned before completion	No
Automated No Sale Reasons (Not visible to TPV reps)			
200001	Restricted Zip Code	Sales Rep or customer provides a zip code that is blocked through a restricted list.	No
200002	Unauthorized Enrollment Type	Sales agent attempts a sale for an unauthorized channel.	No
200007	Existing Customer	Existing Customer/Account number check was triggered	No
200003	Blacklisted Account	Existing Customer/Blacklisted Account number check was triggered.	No
200008	Sales Rep Not Permitted	Sales Rep Code is inactive or not permitted.	No
200004	Unmatched Customer Information/Record/Transac	Sales Rep attempted to enroll service address located in different state than verification	No
200005	BTN Matches Sales Rep Phone Number	Customer's phone matches a Sales rep's phone number	No
200006	BTN Previously Good Saled	BTN has been used in a previously good saled TPV Agent does not understand or is unable to complete the verification without questions being addressed.	No
700001	Agent Needs Clarification		No

[illegible]